Wisconsin DNR System and Network Requirements

- Windows Microsoft Windows 2008 (requires the Desktop Experience), Windows 7, Windows Vista, Windows XP, Windows 2003 Browser: Microsoft Internet Explorer® 7.0 or later, Firefox® 3.6 or later, or Google™ Chrome Media Players: Windows Media® Player 9.0 or later Plug-ins: Microsoft Silverlight® 5 Connection: Broadband Internet connection
- Mac Apple Mac OS X 10.5.7 or later Browser: Apple Safari™ 5 or later or Firefox 3.6 or later. Plugins: Microsoft Silverlight 5 Connection: Broadband Internet connection

General Tips

If you still cannot view the Webcast, and meet the minimum requirements above, consider the following.

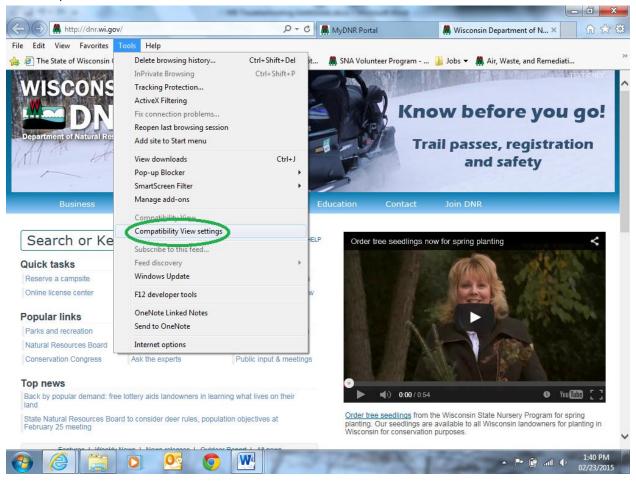
- Is the video still loading? It is possible that the webcast hasn't started yet, or that the video is "buffering" and attempting to load content this may occur if your network connection has slowed or been interrupted. Try refreshing the browser (f5 key) and giving the video 30 seconds, to a full minute to load.
- Are there multiple browser windows open? If the webcast is open in more than one window, try closing excess windows and refreshing the browser (f5 key).
- Are you connected to a broadband network connection? Viewing live content requires a broadband cable, or DSL, network connection and can be taxing on slower network connections. If you are unsure of the strength of your connection, ask your service provider.

Specific Browser Considerations

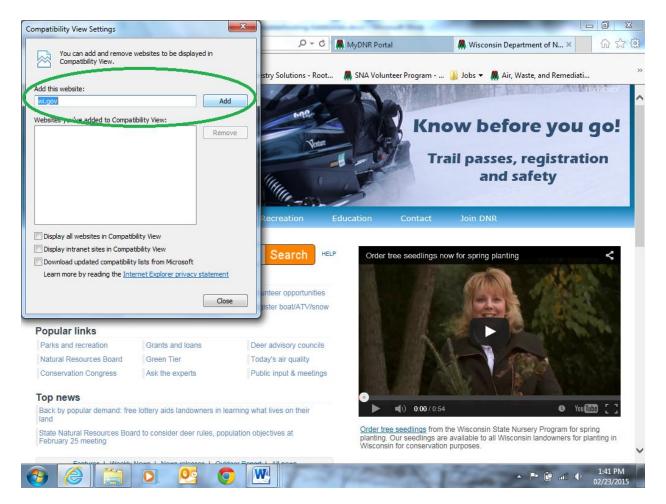
While the system requirements detailed above attempt to provide service to the widest range of clients and browsing platforms, below is more specific information about browsers we recommend, for viewing both live and on-demand content.

• Internet Explorer – Internet Explorer plays webcasts best in version 10. Some IE users may experience "blue screen" issues, in which the video does not initialize. This is often caused by changes in "Compatibility View Settings," which can be adjusted through the "Tools" dropdown

selection, underneath the browser's address bar.



Select Compatibility View Settings from the Tools dropdown menu.



If it is not present, add "wi.gov" to the Compatibility View Settings, then refresh the browser and try again.

- Safari Version 5.0 and above, with the Silverlight plugin installed. Safari versions 7.0 and 6.1 have an additional sub-setting of their "Power Saver" system configuration, which removes plugin support. To fix this issue, take the device off of Power Saver mode, enabling the plugins.
- Chrome Google's Chrome occasionally experiences issues with viewing Live content, but is
 able to view On-Demand content with no additional plugins. If you are having trouble viewing
 Live, or On Demand, content, check to see if the Silverlight plugin is enabled. Google Chrome
 should not be used for viewing live content on OS X 64-bit, which is no longer compatible with
 Microsoft Silverlight.
- Firefox The most recent versions of Mozilla Firefox, with the accompanying Silverlight plugin, play Live and On-Demand webcasts.